

# Tickets

## Quick Start Guide

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## About This Document

This document provides users with a comprehensive overview of the Tickets for OUTSCAN and HIAB. This document has been elaborated under the assumption the reader has access to the OUTSCAN/HIAB Account and Graphical User Interface.

For support information, visit <https://www.outpost24.com/support>.

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### Trademark

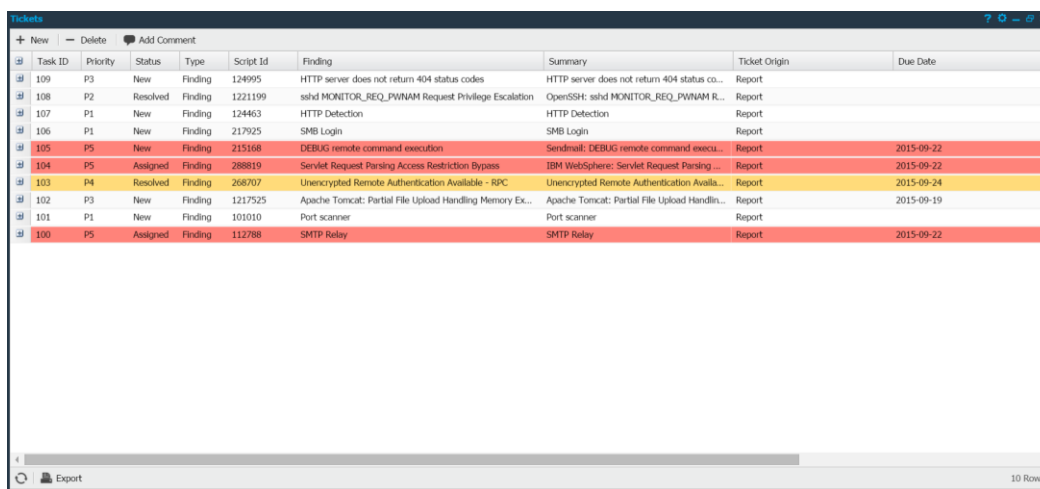
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# 1 Tickets

The **Tickets** module is used to manage different assignments with individual users that have access to the ticketing module. Access to the **Tickets** module can be managed under the **Roles** tab in the **Manage Users** module.

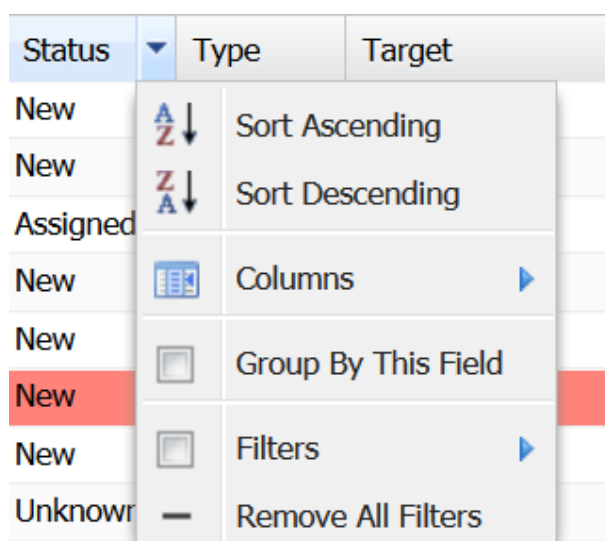
To access **Tickets**, open the **Main Menu** located in the lower left corner.

## 1.1 Tickets Grid Window



Task ID	Priority	Status	Type	Script ID	Finding	Summary	Ticket Origin	Due Date
109	P3	New	Finding	124995	HTTP server does not return 404 status codes	HTTP server does not return 404 status co...	Report	
108	P2	Resolved	Finding	1221199	sshd MONITOR_REQ_PWNAM Request Privilege Escalation	OpenSSH: sshd MONITOR_REQ_PWNAM R...	Report	
107	P1	New	Finding	124463	HTTP Detection	HTTP Detection	Report	
106	P1	New	Finding	217925	SMB Login	SMB Login	Report	
105	P5	New	Finding	215168	DEBUG remote command execution	Sendmail: DEBUG remote command execu...	Report	2015-09-22
104	P5	Assigned	Finding	288819	Servlet Request Parsing Access Restriction Bypass	IBM WebSphere: Servlet Request Parsing ...	Report	2015-09-22
103	P4	Resolved	Finding	268707	Unencrypted Remote Authentication Available - RPC	Unencrypted Remote Authentication Availa...	Report	2015-09-24
102	P2	New	Finding	1217525	Apache Tomcat: Partial File Upload Handling Memory Ex...	Apache Tomcat: Partial File Upload Handlin...	Report	2015-09-19
101	P1	New	Finding	101010	Port scanner	Port scanner	Report	
100	P5	Assigned	Finding	112788	SMTP Relay	SMTP Relay	Report	2015-09-22

The *Tickets* grid includes different columns. To enable or disable a column click the arrow next to the name of any column. In the displayed drop-down menu there is a field called **Columns** which lists the available columns. Most of these columns allow filtering, this provides the option to display a subsection of all available data. To enable filtering, access the same drop-down menu as for columns and click **Filters**.



The available columns for the *Tickets* grids are:

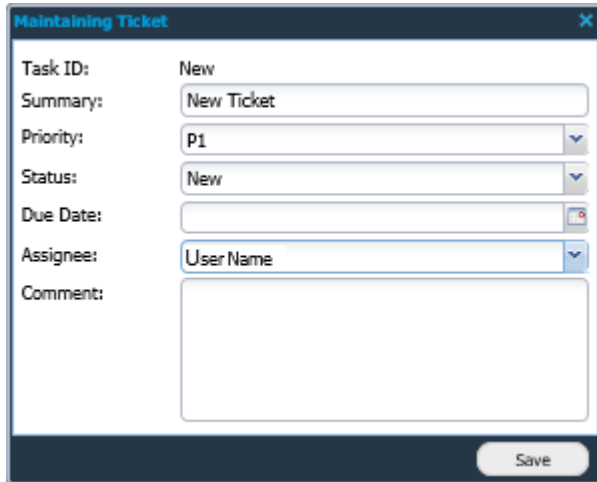
Option	Description
Assignee	Whom the ticket has been assigned to.
Due Date	Due date of the ticket.
Finding	The name of finding for which this ticket was created for. This will be empty if the ticket concerns with multiple findings or origin is Custom type.
Host name	Name of the host affected. (Empty for custom type.)
Priority	Displays the priority of the ticket where P5 is the highest. <ul style="list-style-type: none"> <li>▶ P1</li> <li>▶ P2</li> <li>▶ P3</li> <li>▶ P4</li> <li>▶ P5</li> </ul>
Report Date	The date of the report which the ticket was created from. (Empty for custom type.)
Script ID	Script ID of the finding which the ticket will trigger for. (Empty for custom type.)
Status	Status of the ticket. <ul style="list-style-type: none"> <li>▶ New</li> <li>▶ Assigned</li> <li>▶ Resolved</li> <li>▶ Reopened</li> <li>▶ Verified</li> <li>▶ Rejected</li> </ul>
Summary	Summary of the ticket.
Target	The target which the finding/report was reported/created for.
Task ID	ID of the ticket.
Ticket Origin	Where the ticket originated from: <ul style="list-style-type: none"> <li>▶ WAS</li> <li>▶ PCI</li> <li>▶ Report</li> <li>▶ Custom</li> </ul>
Type	The type of the ticket: <ul style="list-style-type: none"> <li>▶ <b>Finding:</b> when a ticket is related to a single finding.</li> <li>▶ <b>Report:</b> when a ticket is related to the whole report of the target.</li> </ul>

Option	Description
	<ul style="list-style-type: none"><li>▶ <b>Custom:</b> if the ticket was manually created by the user.</li></ul>
Verified	Displays the status of the finding which this ticket is created for: <ul style="list-style-type: none"><li>▶ Not verified</li><li>▶ No longer present</li><li>▶ Still present</li></ul>

## 1.2 Manage Tickets

Assigning new tickets is performed from either **Reporting Tools**, **PCI Reports**, or from **Tickets**.

To create and assign a new ticket from the *Tickets* grid window press **New** in the upper left corner. This displays the *Maintaining Ticket* window where you can edit the Summary, Priority, Status, Due Date, Assignee, and add comment for the ticket.



Right clicking a ticket in the *Tickets* grid provides different actions to choose between:

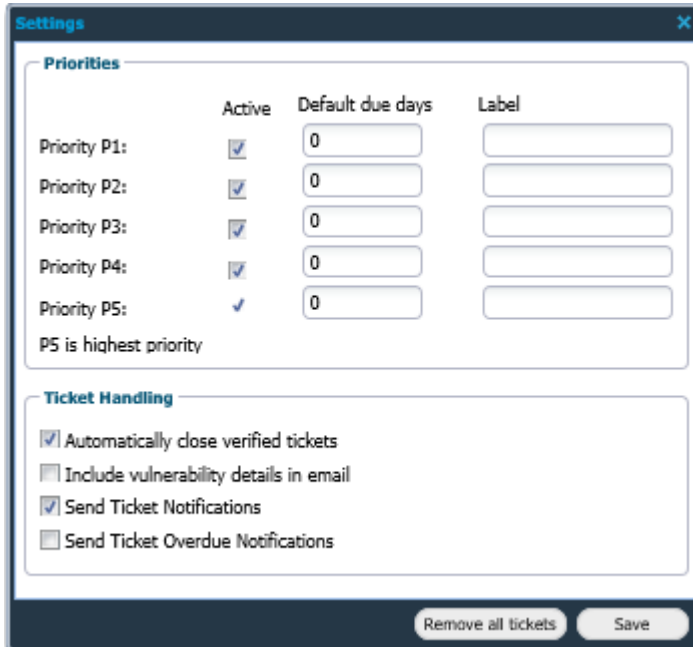
Option	Description
Add Comment	Add comment for the specific ticket
New	Create a new ticket
Delete	Delete the specific ticket
Edit	Edit the specific ticket

Marking multiple entries by holding CTRL and left click makes it possible to either use **Delete** to delete multiple tickets or **Add Comment** to add comments to multiple tickets. These two options are available in the top menu bar of the grid.

Exporting a report from the *Tickets* grid is done by clicking **Export** in the lower left corner of the window. The available formats are PDF and Excel. This report includes information about all tickets in the *Tickets* grid.

## 1.3 Tickets Settings

Clicking the **Settings** icon in the upper right corner of the window toolbar provides access to the tickets settings:



	Active	Default due days	Label
Priority P1:	<input checked="" type="checkbox"/>	0	
Priority P2:	<input checked="" type="checkbox"/>	0	
Priority P3:	<input checked="" type="checkbox"/>	0	
Priority P4:	<input checked="" type="checkbox"/>	0	
Priority P5:	<input checked="" type="checkbox"/>	0	

P5 is highest priority

**Ticket Handling**

- Automatically close verified tickets
- Include vulnerability details in email
- Send Ticket Notifications
- Send Ticket Overdue Notifications

Remove all tickets   Save

The priority list can be used to select fewer ticket levels than the original 5.

When a *Label* is defined on a priority level, it is displayed instead of the default *P1* name in the drop-down throughout the system.

*Default due days* is a configuration option that automatically sets the due date based on the setting here and the selected priority upon creation of the original ticket.



Options	Description
Priority P1-P5	Able to mark it as active or not, set a value for default due days and rename it. <i>Note: P5 is checked as default and cannot be unchecked.</i>
Automatically close verified tickets	It enables the system to close tickets when it has been verified.
Include vulnerability details in email	Include the details of the vulnerability found in the email for the ticket. This is the default setting for <b>Include vulnerability details in email</b> checkbox, where you create tickets for the finding. The check box <b>Include vulnerability details in email</b> in <i>Create Ticket</i> window in <i>Reporting Tools, PCI, WAS</i> will be loaded with the default value you set here.
Send Ticket Notifications	Enable this option to allow the system to send email notifications when a ticket is created, changes status, and is closed.
Send Ticket Overdue Notifications	Send a notification to the assignee once a ticket is overdue.
Remove all tickets	Removes all tickets that are visible in the <i>Tickets</i> grid.